

FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO ALL PARTICIPANTS

D.T.E. 04-116

Respondent: Amy Smith, KeySpan Energy Delivery New England

Information Request DTE-A 1-1

Q. Regarding customer notice and customer service guarantees, please describe the following:

- a) the process that would be required (1) to ensure accurate notification of planned interruptions to customers on the affected circuit, and (2) to accurately track and provide a customer credit to all affected customers of record; and
- b) any proposed new process to ensure accurate appointment notification, rescheduling appointment, and credit for service appointment service guarantee.

- A.
- a) This question is not applicable to gas companies.
 - b) KeySpan has a process in place for scheduling and tracking appointments as well as for notifying customers of scheduled outages. KeySpan automatically credits a customer account \$25.00 when a scheduled appointment is missed.

KeySpan notifies all customers of planned outages. However, if a customer informs KeySpan that they did not receive notice of a planned outage, the customer's account will be credited \$25.00. KeySpan is not proposing to make any changes to its current process (See KeySpan's initial comments at 28-29).